



CURRICULUM VITAE
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Personal Details

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Objective:

Highly ambitious and performing driven hospitality professional, with over 12 years' experience in hospitality. With an extensive knowledge of Luxury brands in the most iconic hotels in the world. With many Pre-Opening experiences and an unparalleled work ethic while providing quality guest service within the guidelines. Out of the box thinker, with a highly astute problem solver. Outstanding written and communication skills, uncompromising attention to detail. Proven track record of fast adaptation to various working environments plus ability to overcome challenges. Providing coaching, counseling, and trainings to all over the room division department.

Education:

2006 - 2008 University of Djibouti

Degree in Modern Literature

2003 - 2005 High School

Master in Business Administration (MBA)

Summary of Skills & Experience

January 2021 till Sept

Accor Group and Hotel

SLS Dubaï Hotel & Residences

Five Stars Luxury Lifestyle 575 Rooms

Position: Assistant Front Office Manager / Night Manager (Pre-Opening Team)



- From hiring to building team and contributing for the trainings & budgeting with the DOR.
- Developed functions scorecard and winning metrics to track performance of the Front office team
- Overall charge of the property during the night (Front office, to F&B, Valet Team, Security and Engineering) ...etc.
- Participated overall PNL for the cost saving plan of the hotel by monitoring rooms in low season
- Increased by 9.8 % room revenue and 7.5% in F&B in a period of three months by cross selling Rooms and Breakfast
- Enhance Trip Advisor and booking ranking by implementing advance welcome and farewell training.
- Overseeing the residence manager in his duties and responsibilities in terms of billings and trainings.

April 2018 to August 2020

Mondrian Oriental Hotel Former Kempinski

Emirates Palace Abu Dhabi

Five Stars Luxury 394 Rooms

Position: Duty Manager (Rebranded)



- Overseeing approximately 150 associates from all sections of the Front Office Department.
- Increase by 42% of Rooms upselling from 2Millions to 3.1Millions compares to previous years 2017.
- Relieving the Night Manager weekly and overlooking the hotel operation, preparing the financial reports
- Maximizing revenue by controlling room inventory, group blocking, packages and up-selling.
- Supervising day-to-day team leaders Chief Concierge, Guest Service Manager, Fleet Manager.
- Conducting performance evaluation (Appraisal or TTTT) of associates including Manager

August 2017 to April 2018

Wyndham Hotels & Resorts

Wyndham Grand Manama Bahrain

Five Stars Luxury 263 Rooms

Position: Night Manager (Pre-Opening Team)



- Overseeing approximately 75 associates from all sections of the Front Office Department.
- In charge of development, implementation, and reviewing hotel policies procedures.
- Successfully implemented the upselling program but also assisted the Front Office Manager in the hiring process.
- Enhanced the Trip Advisor and Booking.com ranking from last to top 20 hotels in Bahrain.
- Monthly working four times as MOD and representing the General Manager during the operation

July 2014 to July 2017

Marriott International

Westin and Le Méridien Hotel in Bahrain

Five Stars Luxury 460 Rooms

Position: Cluster Front Office Supervisor (Pre-Opening Team)



- Solid experience in developing, implementing and evaluating guest service standards.
- Strong technical knowledge of property management systems.
- Remarkable and effective listening abilities and strong judgment skills.
- Strong ability to maintain physical stamina and proper mental attitude to deal effectively with owners, guests, management, employees, and outside contacts while working under pressure
- Training and monitoring all front desk associates included guest relations work plus the VIP's arrival on a daily basis.

Feb 2013 to March 2014

Majestic Tower Hotel, Dubai

Four Stars Luxury 260 Rooms

Position: Front Desk Agent & CID Operator



- Ensure a high level of product knowledge of the Hotel and the local area.
- Ensure all customers' queries and requests in a polite and efficient manner all the time.
- Dealing with different kinds of complaints and resolving accordingly

Nov 2011 to Dec 2012

Bavaria Les Acacias Djibouti

Four Stars Luxury 70 Rooms

Position: Front Office Supervisor (Pre-Opening Team)



- Assisting in the success of the Front Office Team. Oversee the daily operation of the front desk, while also ensuring the registration and checkout process.
- Share all pertinent information with Front Desk Manager if any, and ensure that the associate maintains an outstanding service.

May 2009 to Dec 2010

Djibouti Palace Kempinski, Djibouti

Five Stars Luxury 460 Rooms

Position: Recreation & Spa Receptionist



- Establish subscriptions; update the system for memberships and statistical reports. Posting all charges for in and out guests who use the pool and Spa facilities.
- Selling spa packages and product for in-house and outside guest

Languages:

- 🚩 Fluent: French, Arabic, and English.
- 🚩 Intermediate: Spanish (Working knowledge).

Computer Knowledge:

Word, Excel, PowerPoint, Opera 5 (express), Photoshop, FMC Etc.

Career Achievements and Award Certificates:

- Certified as First Aid CPR & Fire Safety March 2021 SLS Hotel and Residences
- Employee of the Month Jun 2019 at the Emirates Palace
- Certified Pre-Opening by Wyndham Grand Manama 2017
- Star Push (Upselling training by Starwood)

- Supervisory Excellence and Time Management Training
- Highest Upselling of the 1st Quarter 2017 by Westin and Le Méridien
- Trainer of the 1st Quarter 2017 by Westin and Le Méridien
- January 2015, the Welcome and Farwell Training by Starwood.
- Hotelier of the Month of May 2015 by Westin and Le Méridien
- Certified as Train the Trainer in December 2014 by Starwood.